

## **DHS FY11 Pooled Technology (ROI) Project Applications**

DHS has submitted five Pooled Technology (ROI) applications for funding Information Technology (IT) projects for FY11. The total amount of funds requested by the five projects is \$1,297,573. The actual amounts (if any) received for each of the projects is based on the ranking of the projects by the Technology Governance Board and the availability of funds as provided by the legislature.

The ranking for SFY 11 has been broken into two sections; 1.) Cross-agency projects and 2.) Individual projects. The cross-agency projects will receive 90% of the funding with the remaining 10% going to individual agency projects. DHS had two projects in the cross-agency category that ranked 10 and 11 out of 12. The remaining three projects ranked 5, 9 and 11 in the individual category. It is unlikely that DHS will receive funding for any of the five projects submitted for FY 11.

Following is a brief description of each of the projects in ranking order:

### **DHS Imaging and Workflow Management System**

**Amount of Funding Requested: \$350,000**

**Ranking: 10 of 12 in the cross-agency category**

#### **Project Description:**

The department has begun the process to implement an Imaging and Work Flow Management System. This technology provides the ability to store and manage client case files electronically.

By updating the case file management process the Department seeks to achieve the following objectives: 1) Modernize the application process, 2) Streamline work processes, increase accuracy and allow more cases to be processed, 3) Standardize document management and access to information, 4) Improve the timeliness of benefits delivery, and 5) Develop new areas of inter-departmental support by sharing this system with Iowa Workforce Development and the Department of Inspections and Appeals' fraud and appeals workgroups. This effort will allow quick and convenient access to case file documentation and audit tracking to improve communications and enhance efficiencies between the departments.

### **IABC Technology Enhancement**

**Amount of Funding Requested: \$332,000**

**Ranking: 11 of 12 in the cross-agency category**

#### **Project Description:**

The IABC System (Iowa Automated Benefits Calculation) is the system responsible for determining eligibility and issuing benefits for income maintenance programs in DHS. These include Food Assistance, FIP, and Medicaid. The system currently maintains information for approximately 500,000 individual citizens.

The purpose of this application is to request funding to complete the final phase of a multi-phase project to modernize the system. This phase of the project will modify the current user interface to be web based, move the business rules into the rules engine, move the data to the relational tool, implement the existing data transfer jobs as services (consumers/providers) in a Service Oriented Architecture (SOA), and create the potential to expose our data through services in a SOA environment. We are in the process of migrating the application off of the mainframe onto the client server platform. We need to complete this final phase to realize the full potential of the changes and bring the savings of all three phases.

### **Child Support Recovery Interactive Customer Recovery Project**

**Amount of Funding Requested: \$189,888**

**Ranking: 5 of 13 in the individual agency category**

**Project Description:**

The Child Support Recovery Unit (CSRU) serves 194,000 families each year, collecting and distributing over \$350 million to these same families and to reimburse the FIP, Medicaid, and Foster Care programs. The current CSRU customer website primarily provides general information on how the child support program works, where to access forms, and the ability to look up payments.

This request is for enhancements to the customer website, providing more than 250,000 parents with immediate case information 24 hours a day, 7 days a week. CSRU also wants to explore the possibility of adding credit card payments to the list of customer web services. Many states have had success through adding this payment option with a significant growth in collections for families. CSRU estimates a cost avoidance of \$258,500 in staff time and postal service costs by providing increased case information to customers through these proposed website enhancements.

### **DHS SACWIS Compliance**

**Amount of Funding Requested: \$300,000**

**Ranking: 9 of 13 in the individual agency category**

**Project Description:**

In 2004, the Administration for Children and Families (ACF) conducted a review of Iowa's Statewide Automated Child Welfare Information System (SACWIS). From that review, it was determined that Iowa was deficient in five areas: 1) The process of transitioning cases from the child protective worker to the ongoing service worker, 2) Automation for the determination of a child's IV-E eligibility, 3) Determination of IV-Eligibility for the placement home 4) Preparation and documentation of the service/case plan, and 5) Preparation and storage of the case plan histories.

If these five items are not addressed and corrected, ACF could declare Iowa's SACWIS system as non SACWIS compliant. This could result in reduced federal match going forward and/or a payback of previously received enhanced match funds.

### **DHS Clinical Monitoring Improvement Project**

**Amount of Funding Requested: \$ 125,685**

**Ranking: 11 of 13 in the individual agency category**

**Project Description:**

The State Training School for Boys and the Iowa Juvenile Home/Girls' State Training School are two facilities that serve Iowa's most-troubled youth. This project is to acquire a consolidated data-reporting system for clinical monitoring and information tracking. This effort is intended to improve the efficiency and effectiveness of the facilities' treatment and operations.

The utilization of the system is expected to support the balancing of employee workloads as well as improve the information available for decision making and the analysis of treatment options. The system will improve customer response time and support the improvement of facility administration. Staff in various work units will have the ability to access complete information about an individual child instead of having to search through the information in a variety of locations and formats. This investment would aim at creating standard reporting criteria and resources for staff.